

Non-Emergency Medicaid Transportation

Full Coverage Medicaid requires that its recipients have access to non-emergency transportation to medical or mental health appointments upon request. Transportation will be available if the recipient receives a Medicaid covered service provided by a qualified Medicaid provider. To request transportation the recipient must complete the Medicaid Transportation Assessment at least two days prior to the appointment. At that time the recipient is given a Transportation Assessment Notification form and the policies from the Transportation Vendors. If the recipient has a Medicaid covered doctor's appointment in county then the transportation will be set up using one of three vendors depending on the need of the recipient; gas voucher, van/lift-van or taxi. Medicaid only pays for the least expensive means suitable to the recipient's needs. If the recipient is going out of county to a Medicaid provider, a Medicaid Transportation Exception Verification form is faxed to the referring Medicaid provider. This form is required for all out of county Medicaid appointments. Once that form is completed, in its' entirety, and returned to DSS, the transportation will be scheduled. While at the Medicaid appointment, the recipient must have the provider complete a Medicaid Transportation Verification of Receipt of Medicaid Covered Service form and return it to the DSS office. A no-show occurs when the recipient fails to show up to be transported. At the first offense, a Medicaid Transportation No-Show notice is given to the recipient. With the second offense, a Medicaid Transportation No-Show Final Notice is given. If the recipient has three missed trips within a three month period, a Medicaid Transportation Suspension Notice is given and the recipient is suspended from Medicaid Transportation for a period of thirty days. The only exception to the suspension is with critical needs; dialysis, chemotherapy and radiation. These recipients cannot be denied Medicaid Transportation under any circumstances. Funding for Non-Emergency Medicaid Transportation is 100% reimbursed by Medicaid.